




Welcome to Interpreters in WIC module. This module is 4 of 5 that make up the course and will take about 20 minutes to complete.

This module will address ways to avoid discrimination based on national origin, focusing on language barriers. Although the terms “interpretation” and “translation” are often used interchangeably, interpretation will refer to the spoken language and translation will refer to the written language. This module will focus on language interpretation and using interpreters.

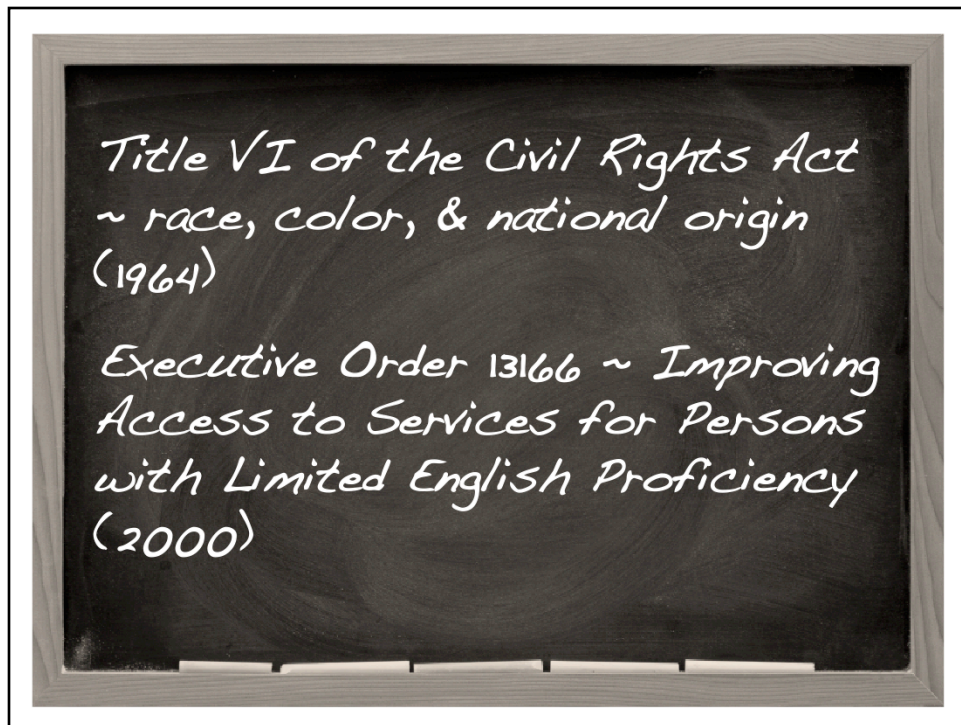
This service is provided to people for whom English is not their first language; they could be students, immigrants or refugees with a range of educational backgrounds and life experiences. Many have overcome obstacles to successfully live in the United States but they may have difficulty speaking English well enough to understand WIC terms and the meaning of what is said, such as health and nutrition concepts.

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- Civil Rights Laws prohibit discrimination based on national origin
 - Limited English Proficiency
 - Meaningful Access to WIC services
 - Qualified Interpreters

Here are the topics covered in this module.

At the end of this module you will be able to:

- Understand requirements for providing interpreters
- Understand components of a qualified interpreter
- Understand the elements for assessing the language needs of the population, and
- Be aware of interpreter resources.



There are regulations and laws that protect individuals from discrimination based on their national origin, which is the country that they come from or ancestry. This is the same as their family line or descent. WIC is required to provide services to persons who, as a result of national origin, are limited in their English proficiency. This includes using language interpreters.

LIMITED ENGLISH PROFICIENCY (LEP)

- Told primary language is not English
- Err on the side of caution and schedule or bring in an interpreter



Limited English Proficient or (LEP) is a legal term to describe individuals who do not speak English as their primary language and who have limited ability to read, write, speak or understand English. However, many immigrants can speak multiple languages.

In Wisconsin, the main languages for which WIC should use interpreters are Spanish and Hmong. There are other areas in Wisconsin that have large Russian, Slavic and Somali communities and these persons may also need interpreters. Persons who speak other languages may also request an interpreter.

To avoid discrimination based on national origin, WIC staff need to know if a family has a language challenge.

You may think that individuals speak English well enough for a WIC appointment but they may not understand some WIC–related concepts and procedures. Offer the guardian and participant the services of an interpreter at no cost to them.

Providing an interpreter is just good customer service!

SAMPLE NOTICES	
<p>Kuv xav tau ib tug Hmoob pab txhais lus rau kuv.</p> <p>I need a Hmong interpreter</p>	<p>Free Interpreter services are available. Please ask someone at the front desk.</p> <p>Вы можете воспользоваться бесплатными услугами переводчика. Попросите об этом в приемной.</p> <p>Tenemos a su disposición servicios de intérpretes gratuitos. Si está interesado, por favor solicítele ayuda a la recepcionista.</p> <p>Adeegyada tarjumaada oo lacag la'aan ah ayaad helayasaa. Fadlan weydii qofka fadhiya miiska soo dhoweynta.</p> <p>มีล่ามแปลภาษาฟรี ກະລຸນາ ສອບຖາມນຳ ພະນັກງານຮັບຕອບ ຢູ່ຫ້ອງເຂົ້າ</p> <p>• خدمات ترجمة متوفرة مجاناً فضلاً ا سأل الشخص الذي في غرفة الاستقبال •</p> <p>ការជួយបកប្រែភាសាដោយឥតគិតថ្លៃ។ សូមសួរអ្នកអង្គុយនៅតុខាងមុខ</p>
<p>Turjumana afan Oromiffa enbarbana.</p> <p>I need an Oromiffa interpreter.</p>	
<p>I speak Cards</p>	<p>Limited English Proficiency Poster</p>

Let participants know their right to free language assistance services and ask them to tell WIC staff that they need interpreter services. This can be done by posting and maintaining signs in languages other than English, in waiting rooms, reception areas and other initial points of entry. Consider posting the “Free Interpreter Services are Available” poster. The “I need interpreter” cards can be set on the counter to help the client communicate language needs for scheduling an interpreter.

LANGUAGE CHALLENGES

Project: 99
Family ID: 20764
Delete Family
*Effective Date: 10/10/2005 End Date: MM/DD/YYYY
*Project: 99 *Clinic: 999
*Referred to WIC By: A - On WIC Previously
Investigator Family:
Compliance Buy Family:
*FI First Day of Used: 1
*FI Pickup Day: First Monday
WIC ID Card Issued:
Physical Challenges:
Language Challenges:
Refused Appointment Date within Family Appl:
Family Application Method:
S - Spanish
H - Hmong
E - English as a second language
R - Russian
C - Cambodian
I - Illiterate, difficulty reading
L - Laotian
O - Other, see comments
V - Vietnamese

First remember to look in the ROSIE Information Tab to learn if the family has a language challenge. You may also need to view the ROSIE Scheduler or read the Comments box to learn if an interpreter has been scheduled.

MEANINGFUL ACCESS

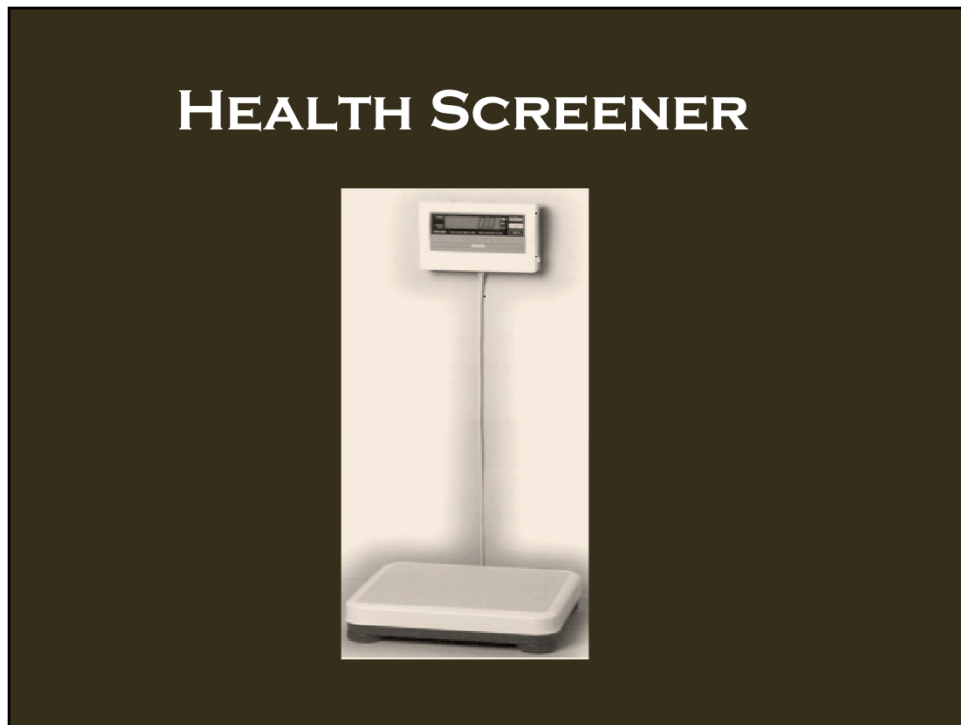
- Language assistance
- Accurate and effective communication
- No cost to the participant



Under civil rights laws, agencies must provide WIC benefits and services in an accurate and effective way for participants. Local project staff must provide language assistance to participants during the application process, in receipt of services, and in the processing of complaints or appeals.

- Inform the participant that there is no cost to them for an interpreter.
- Do not require the participant to bring their own interpreter. It is against the law to even suggest that they bring their own interpreter.

By providing an interpreter, WIC staff provide effective services to the participant. An interpreter can assist WIC staff with understanding the participants' culture. Culture includes eating, food choices, feeding relationships between the child and parent and how they think about food as well as breastfeeding practices.



Here's a scenario of a health screener who doesn't provide adequate language assistance to a WIC participant.


At the health screening station, a Hmong mom is holding her daughter's hand waiting for instructions on what to do. The Health Screener does not speak Hmong so begins pointing to the scale and then to the girl's shoes, trying to indicate that she needs to remove her shoes and stand on the scale. Both mom and daughter look up confused.

Not only is this poor customer service but it is a violation of the participants' right to equal access to WIC services. This procedure certainly would not be used for English speaking participants: verbal direction would be given. Also, this is one of the first stations at WIC and it sets the tone for the appointment.

What are the consequences for not providing meaningful access to language services?

Type in your answer and then press the submit button.

Enter text here.




There are consequences for not providing meaningful access to language services. Complete the exercise and then click ahead.

Answers:

- Sanctions such as disqualification or having to pay the program for benefits they should not have received.
- Participant doesn't know how to:
 - Use WIC checks
 - Buy WIC foods
 - Breastfeed
 - How to mix formula, thereby not getting the full benefit of the WIC foods.

What would you do?

Check all that apply



☐ Schedule an interpreter
☐ Provide translated materials
☐ Explain the importance
☐ Accept her wishes
☐ Other

Click ahead after completing the exercise. Ms. Wong calls to schedule an appointment. Due to her heavy accent, you have a hard time understanding her. However, she is answering all your questions and seems to understand you. When you ask if she would like an interpreter present she says it's not needed.

What would you do?

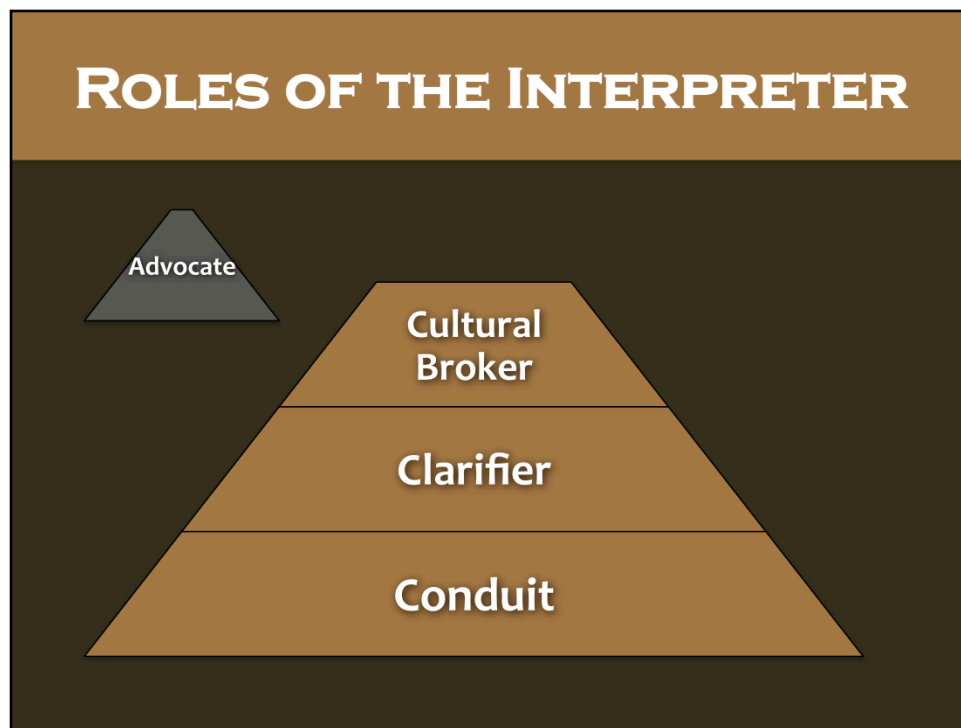
Answer:

- It is important to tell her that she does not have to pay for the interpreter and that arrangements will be made to get an interpreter for her.
- Ask her for the name of her native language to schedule an interpreter with the appropriate language skills.
- Tell her it is important that we get accurate information from her to help her family. While she seems to understand me, I'm not sure I clearly understand her.
- Ask her if she can read English or Hmong, if this is her native language. If not, the interpreter will read the documents to her in her native language during the appointment.
- Give her an appointment when she and the interpreter are available and within the timeframes to meet policy.
- Schedule an interpreter for the day of her appointment.
- If materials have been translated in her native language, provide these to her during the appointment. If the materials are helpful to her before the appointment, such as an appointment reminder, mail that to her.
- Enter this information into ROSIE Comments.



Now, we're going to talk about interpreters and their role, but first remember that to provide accurate and effective communication, interpreters need to be competent. Effective interpreters are highly proficient in English and the other language for which they are interpreting. They also have an understanding of the culture of the participants for whom they are interpreting, how to maintain participant confidentiality and the scope of their role.

For more information on competencies for interpreters refer to the Resource List of this course.



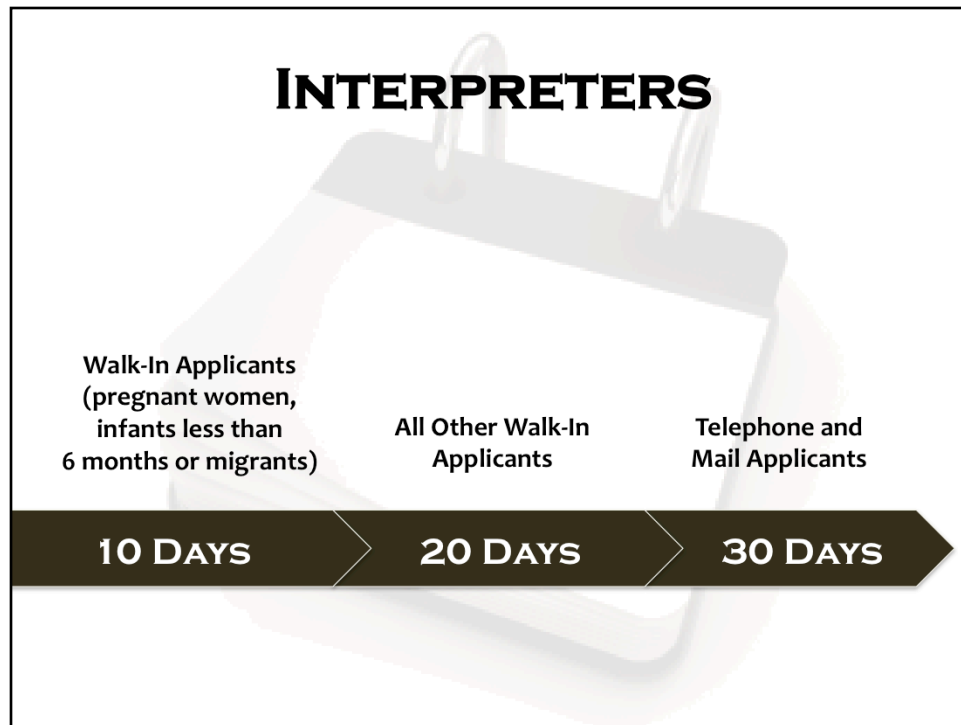
The Basic Roles of the Interpreter are as the conduit and clarifier.

- The most appropriate role for the interpreter is always the less “invasive” role. The selected role should assure effective communication between the WIC participant and the WIC staff person. The roles of clarifier and conduit are used 80 to 90% of the time.
- In the Conduit role, the interpreter interprets everything that is said, exactly as it is said. Nothing is added, omitted or changed.
- In the Clarifier role, the interpreter interprets what is said accurately but in such a way that the listener can understand and the interpreter checks for understanding. The interpreter may have to explain what is being interpreted when words are not available in that language.
- As the Cultural broker, the interpreter provides the cultural framework needed for understanding the information that is being interpreted. The interpreter clarifies the cultural reference only if there is a misunderstanding.
- The role as Advocate is outside of the interpretation encounter. The interpreter may direct the WIC participant to other available services.



Effective interpreters understand the culture of the participants for whom they are interpreting.

For example, the Spanish speaking populations in Wisconsin can be from Mexico, Puerto Rico, Dominican Republic, and Cuba. Each country has unique cultural perspectives. If the interpreter is not familiar with the culture, the interpreter must work towards learning more about it.



WIC staff must follow standard procedures when scheduling an appointment with an interpreter. Language assistance must be provided in a timely manner and should avoid denial and delay of service, benefits, or rights. Following the required appointment scheduling timelines allows for adequate time to schedule an interpreter.

Walk-in applicants who are pregnant women, infants less than 6 months old or a member of a migrant farm worker family who plans to leave the area soon, must be seen within 10 calendar days. All others must be seen within 20 calendar days.

Telephone and mail applicants must be scheduled for the next available appointment within 30 calendar days.

INTERPRETERS

- Family Members and Friends as interpreters is **HIGHLY** discouraged



Family Members and Friends as interpreters is **HIGHLY** discouraged!
Here are some reasons why:

The person may...

- not be sufficiently proficient in English.
- not have the capacity to fully understand WIC-related concepts and procedures and convey them properly.
- censor information to “protect” the participant.
- feel uncomfortable conveying embarrassing information and
- have their own opinions about the content of the discussion and not convey the information accurately.

So, use an interpreter, not a family member or friend. Don't plan on the applicants or participants bringing an interpreter to the WIC appointment. And keep in mind, it is illegal for the agency to require, suggest, or encourage a guardian or participant who is limited in English proficiency to use friends, minor children, or family members as interpreters.

**40% OF YOUR
INFORMATION MAY NOT
BE INTERPRETED TO
THE WIC PARTICIPANT**

A number of studies showed that family members misinterpreted or did not interpret approximately 30-40% of the questions asked by physicians. Therefore, up to 40% of your information may not be interpreted to the WIC participant.

When the agency relies on family or friends to interpret, the agency risks breaching the rights of the participant for confidentiality, privacy and other issues.



There is an exception.

- The only circumstances under which the use of family or friends to interpret may be justified is AT THE DIRECT REQUEST of the participant, and ONLY AFTER the guardian/participant for whom English is not their first language is clearly told that interpretation services are available and at no cost to them, and the interpreter is refused.

However,

- The WIC Project staff should take into consideration issues of competence, appropriateness, accuracy, conflict of interest, ethics, and confidentiality when determining whether they should approve the request.
- If the guardian or participant uses a family member or friend, the WIC Project should have a qualified interpreter present to verify accurate interpretation. If the interpretation is not accurate, the trained interpreter should take over the interpretation.
- Using a family member or friend requires a signed waiver. The agency-developed waiver should document that a non-qualified interpreter was used during WIC services, cover liability issues and address the guardian's or participant's responsibility for the outcomes that result from using non-qualified interpreters.



Under NO circumstances should children interpret.

- A child does not understand fraud issues, health issues, or nutrition concepts and may not have the language skills to interpret these concepts.
- For some cultures, there is a level of respect for elders by younger relatives and interpreting disrupts this hierarchy.

WHERE TO FIND AN INTERPRETER

- Collaboration
- Community
- Government resources



If you don't already know, check at your clinic to learn about interpreter services and if they are offered. Here's how to find interpreters...

Ask the Health Officer or the Limited English Proficiency (LEP) Coordinator of your agency, Regional Office Nutrition Consultant or neighboring WIC Projects for names of qualified interpreters.

It may be the case that your WIC project collaborates with other agencies that have the same requirements for serving individuals for whom English is not their first language. This helps to provide cost-effective language services, especially for languages that are uncommon in the community.

WIC staff can arrange for services of voluntary community interpreters who are trained in the skill of interpreting and demonstrate competence as interpreters. Additional training may be needed on the topics of maternal and child health, nutrition and WIC.

Finally, the Wisconsin Department of Health Services website provides resources such as a list of vendors that provide medical interpreter trainings for those seeking to become medical interpreters. A roster of those who were trained as medical interpreters is also on the website.

- Hire interpreters as employees
- Contract with interpreters



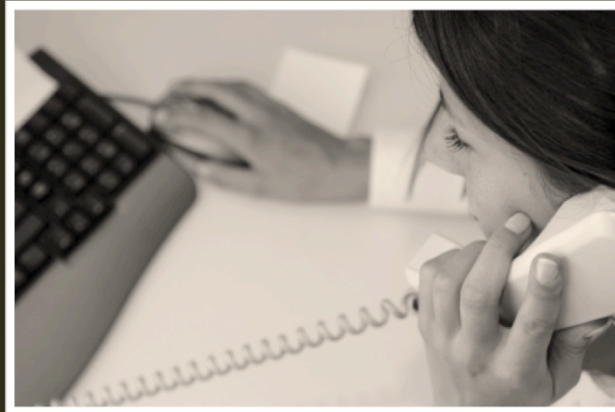
To provide interpreters in person at the WIC Clinic, hire bilingual staff or interpreters who are trained in the skill of interpreting and demonstrate competence as interpreters. Also, they should be trained in WIC-related topics by attending the *WIC Nutrition Basics Training for Interpreters* as well as the breastfeeding *Using Loving Support to Grow and Glow in WIC* training.

Some WIC Projects also have bilingual WIC staff who have been trained by the WIC Program as Competent Professional Authorities (CPAs).

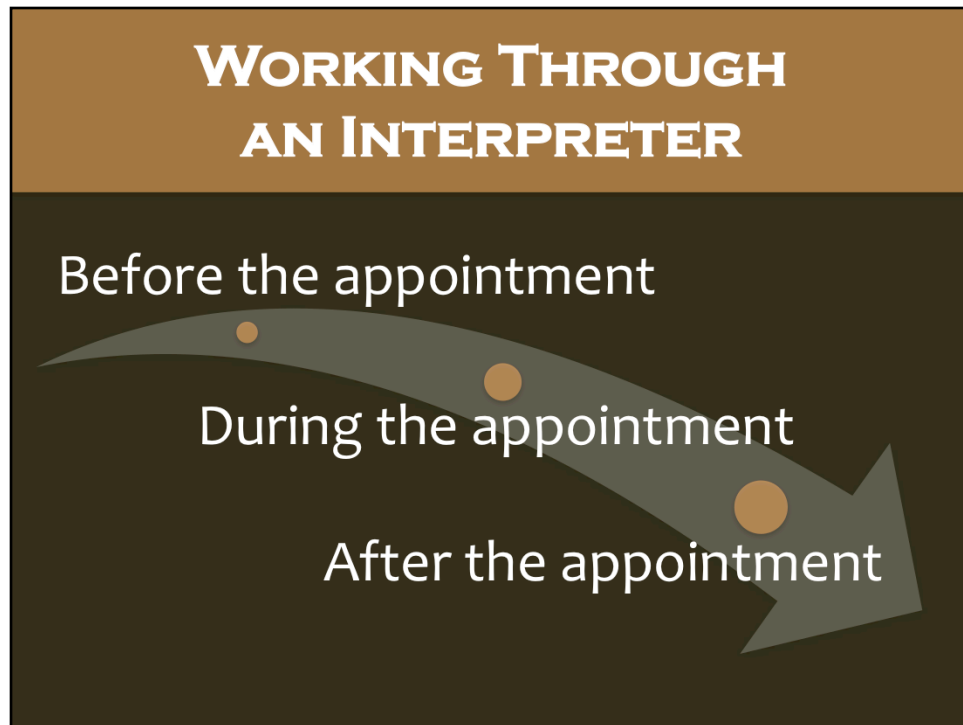
In some cases, projects contract with an outside interpreter service for trained and competent interpreters. However, it is preferable to hire those who understand the WIC Program and can interpret terminology used in the WIC Program. If the interpreter does not have this knowledge, this information can be given to them.

USING AN INTERPRETER AT WIC CLINIC

Telephone interpretation



Another interpreting service is to use a telephone service for language interpretation. This is especially helpful for languages that are uncommonly spoken in the community or if an interpreter cannot be found in the project area.

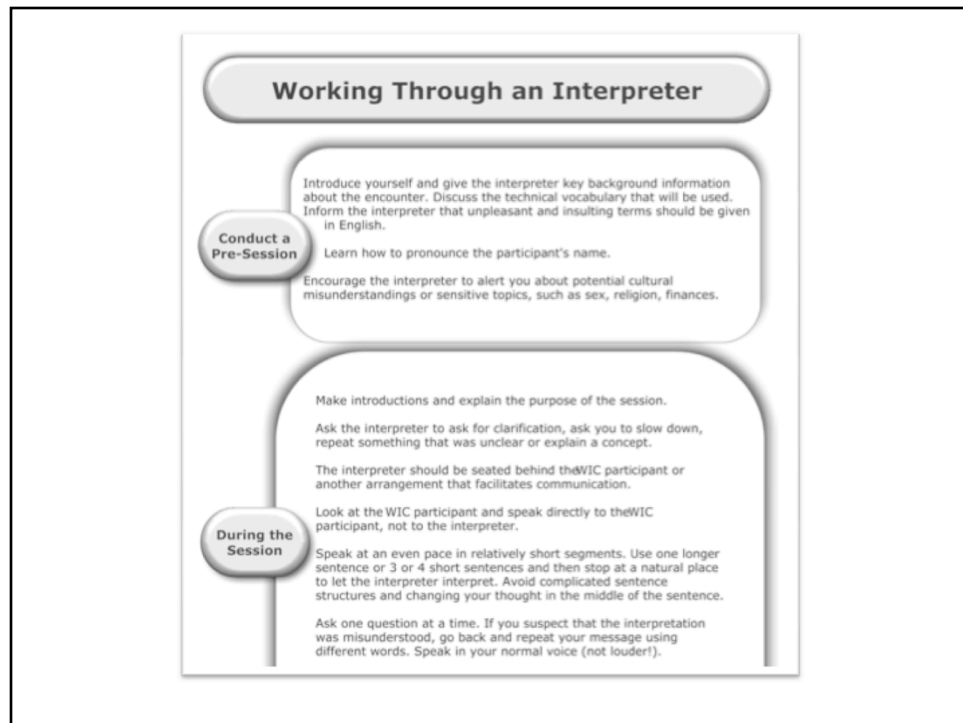


When scheduling an interpreter, allow additional time for the appointment.

Move ahead to see a document for working with an interpreter.

If possible, try to use the same interpreter each time you meet with the family to develop a comfortable working relationship. There are steps to take before the interpreting session, during the session and after session. Be patient. Providing care across a language barrier takes time. However, by communicating clearly, you will develop a good rapport with the participant and the interpreter and will avoid serious misunderstandings.

Civil Rights: Interpreter



Here is the document that will guide you to work with an interpreter. It can be found in the list of resources. Look it over and print it. And remember to review it before working with an interpreter.

Maya Aye



What steps would you take to get an interpreter for a WIC applicant who does not understand English but understands Burmese?


Type in your answers here and then press the play button for expert advice.

What steps would you take to get an interpreter for a WIC applicant who does not understand English but understands Burmese? After completing the exercise, advance.

Answer:

- Routinely ask applicants at pre-screening or during the application process if an interpreter is needed.
- Schedule the appointment to meet the required timeframes for applicants who walk-in, telephone and send written applications.
- Ask if the WIC Project has bilingual staff who speak Burmese.
- Ask if the agency employs staff who speak Burmese and work as interpreters.
- Inquire if contracted interpreters are available for in-person or telephone interpreter service.
- Inquire if there are community volunteers who speak Burmese.
- Ask around the community about available resources that other agencies may use, such as, police, courts, the fire department, churches, faith based social services, such as Lutheran Social Services and Catholic Charities that sponsored the refugees, refugee organizations, and foreign student associations.
- Identify needed resources, such as getting messages recorded in Burmese for the WIC applicant to listen to.

QUESTIONS?



- Review policies 2.2, 10.14, 10.51
- Ask Project WIC Director
- Contact Regional Office Nutrition Consultant or Milwaukee County WIC Office (if you work in Milwaukee)
- WIC Operations Coordinator at the State WIC Office

This wraps up module 4 of 5. Have any questions? Use the resources that are listed here.

**SIGN THE TRAINING REGISTRY &
THEN CONTINUE WITH MODULE 5**

